



# IBM Committed Post Warranty ServicePacs offer committed service maintenance for IBM System X

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## Overview

This range of IBM® ServicePac® products delivers hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePac is available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePac offerings, you get an off-the-shelf upgrade solution the same time that you purchase the IBM machine. The number of unique ServicePac offerings is kept to a minimum with each part number supporting a range of machine types. To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, ServicePac details can be found at

<http://www.developer.ibm.com/cod/spst/servicepac/extProductSelectorWWW.do>

You can order ServicePac offerings by part number through SAP in the same way you order IBM products. The simple registration process ensures that you receive fast and efficient coverage. To be eligible for service, you must purchase a ServicePac within 30 days of the purchase of the machine type to which it applies. You must also register a ServicePac offering within 15 days of purchase by completing the ServicePac online registration at

<http://www.ibm.com/servicepac>

## Availability date

August 11, 2009

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## Description

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### Affected ServicePac part numbers and their associated machine types

#### System x ServicePac committed service

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##### ***Warranty and Maintenance Upgrades***

The following one-year on-site 6-hour committed service offerings (7 days x 24 hour coverage) are only available to

- Germany
- Austria

ServicePac part number	I/D	ServicePac description	Eligible machine type
46D4150	PC745	1YR 6hr PW Com Fix	8486 8487 8488 8489
46D4151	PC746	1YR 6hr PW Com Fix	4362 4363 7973 7974 7976 7978 7984 7992 8648 8837 7940 7941
46D4152	PC747	1YR 6hr PW Com Fix	7975
46D4153	PC748	1YR 6hr PW Com Fix	8847 8864 8877 8878
46D4154	PC749	1YR 6hr PW Com Fix	7979 7985 8840
46D4155	PC750	1YR 6hr PW Com Fix	7969 8848
46D4156	PC751	1YR 6hr PW Com Fix	8841 8866 7977
46D4157	PC752	1YR 6hr PW Com Fix	7943 8863 8865
46D4158	PC753	1YR 6hr PW Com Fix	8855 7163
46D4159	PC754	1YR 6hr PW Com Fix	8872 8874 8879 1701 7141

46D4160	PC755	1YR 6hr PW Com Fix	4347 4364 4365 8485 8490 8491 8849
54Y4711	PC966	1YR 6hr PW Com Fix	4368 4194
54Y4712	PC967	1YR 6hr PW Com Fix	4192 4193
54Y4713	PC968	1YR 6hr PW Com Fix	1733
54Y4714	PC969	1YR 6hr PW Com Fix	7948
54Y4715	PC970	1YR 6hr PW Com Fix	4190 4367
40Y5885	PC971	1YR 6hr PW Com Fix	1700

The following one-year on-site 24-hour committed service offerings (7 days x 24 hour coverage) are only available to

- Poland
- Czech Republic
- Slovakia
- Romania
- Hungary
- Slovenia
- Switzerland
- Germany
- Croatia
- Austria
- Russia
- Turkey

ServicePac part number	I/D	ServicePac description	Eligible machine type
46D4172	PC756	1YR 24hr PW Com Fix	8486 8487 8488 8489
46D4173	PC757	1YR 24hr PW Com Fix	4362 4363 7973 7974 7976 7978 7984 7992 8648 8837 7940 7941
46D4174	PC758	1YR 24hr PW Com Fix	7975
46D4175	PC759	1YR 24hr PW Com Fix	8847 8864 8877 8878

46D4176	PC760	1YR 24hr PW Com Fix	7979 7985 8840
46D4177	PC761	1YR 24hr PW Com Fix	7969 8848
46D4178	PC762	1YR 24hr PW Com Fix	8841 8866
46D4179	PC763	1YR 24hr PW Com Fix	8863 8865
46D4180	PC764	1YR 24hr PW Com Fix	8855
46D4181	PC765	1YR 24hr PW Com Fix	8872 8874 8879 1701 7141
46D4182	PC766	1YR 24hr PW Com Fix	4347 4364 4365 8485 8490 8491 8849
40Y5886	PC972	1YR 24hr PW Com Fix	4194 4368
40Y5887	PC973	1YR 24hr PW Com Fix	4192 4193
40Y5888	PC974	1YR 24hr PW Com Fix	1733 7977
40Y5889	PC975	1YR 24hr PW Com Fix	7948
40Y5890	PC976	1YR 24hr PW Com Fix	7943
40Y5891	PC977	1YR 24hr PW Com Fix	7163
40Y5892	PC978	1YR 24hr PW Com Fix	1700
40Y5893	PC979	1YR 24hr PW Com Fix	4190 4367

The following one-year on-site 8-hour committed service offerings (7 days x 24 hour coverage) are only available to

- Poland
- Czech Republic
- Slovakia
- Croatia
- Romania
- Hungary
- Slovenia
- Switzerland
- Russia
- Turkey

ServicePac part number	I/D	ServicePac description	Eligible machine type
54Y4694	PC949	1YR 8hr PW Com Fix	8489 8487 8486 8488
54Y4695	PC950	1YR 8hr PW Com Fix	8648 7984 7976 7992 8837 7978 7974 7973 4363 4362 7940 7941 7975
54Y4697	PC952	1YR 8hr PW Com Fix	8847 8877 8864 8878
54Y4698	PC953	1YR 8hr PW Com Fix	7985 7979 8840
54Y4699	PC954	1YR 8hr PW Com Fix	8848 7969
54Y4700	PC955	1YR 8hr PW Com Fix	8841 8866 7977
54Y4701	PC956	1YR 8hr PW Com Fix	8865 8863 7943
54Y4702	PC957	1YR 8hr PW Com Fix	8855 7163
54Y4703	PC958	1YR 8hr PW Com Fix	8872 8874 8879 7141 1701
54Y4704	PC959	1YR 8hr PW Com Fix	8485 8849 4347 4364 8490 8491 4365
54Y4705	PC960	1YR 8hr PW Com Fix	4194 4368
54Y4706	PC961	1YR 8hr PW Com Fix	4192 4193
54Y4707	PC962	1YR 8hr PW Com Fix	1733
54Y4708	PC963	1YR 8hr PW Com Fix	7948
54Y4709	PC964	1YR 8hr PW Com Fix	4190 4367

**Note:** All models are covered in machine type list above unless stated otherwise.

### **Maintenance service upgrade (MSU)**

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Maintenance Service Upgrade enhances the level of service from the Base Maintenance Service associated with the machine type and model. Maintenance Service Upgrades can include single elements or combinations of:

1. Extended hours of coverage
2. Upgraded service delivery method (SDM)
3. Higher level of response time objective

### **Terms and eligibility requirements**

#### ***Service delivery method***

**IBM On-site Repair (IOR):** Repair is performed at customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term screening refers to the initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

**IBM Courier Exchange (ICE):** Machine exchange at customer site. If the warranty service is required, call IBM support. If the machine cannot be fixed with the help of IBM remote support, the defective machine is exchanged for a machine that is in good working order by an IBM-designated courier. The customer is responsible for disconnecting the defective machine and activating the replacement machine.

#### ***ServicePac response time***

Committed service means that IBM will guarantee to restore the affected machine to good working order within an average of 6, 8, or 24 hours from the time the problem is initially reported to IBM. This committed service time is dependent on the ServicePac part number ordered. The restoration of system readiness does not include installation or configuration of system and application software.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM, accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service, you must follow the registration instructions on the registration e-mail received upon purchase and must successfully register the ServicePac offering.

#### **Hours of coverage**

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24x7 coverage - 24 hours per day, Monday through Saturday, 365 days a year

**Limitations with respect to replacements or to parts for upgrades:** Products classified as consumable supplies, such as peripheral devices and accessories, such as external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts.

CRU information and replacement instructions are shipped with the IBM machine. They are also available upon request. You may be given the option of installing a CRU yourself or may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM Web site or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

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## Prices

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For pricing information, contact your IBM representative or your IBM Business Partner.

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## Announcement countries

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Announcement is restricted to the following countries:

- Germany
- Poland
- Czech Republic
- Slovakia
- Croatia
- Romania
- Hungary
- Slovenia
- Austria
- Switzerland
- Russia
- Turkey

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